

BUILDING DEVELOPMENT COMMISSION

Minutes of November 17, 2015 Meeting

Jonathan Bahr opened the Building-Development Commission (BDC) meeting at 3:03 p.m. on Tuesday, November 17th 2015.

Present: Jonathan Bahr, Chad Askew, Melanie Coyne, Travis Haston, Hal Hester, Ben Simpson, Michael Stephenson, Wanda Towler, Rob Belisle and Scott Shelton

Absent: Tom Brasse, Rodney Kiser and John Taylor

1. MINUTES APPROVED

Melanie Coyne requested two changes to the October BDC Meeting Minutes. Her first request; to correct the RFBA under Plans Examiners reflecting a \$2,000 difference from what was reported to the BDC. Amy Hollingsworth previously saw and corrected the error. Secondly, Ms. Coyne requested a revision to wording used when describing HB255. Minutes have now been revised to reflect “*the* development of HB255” from “*our* development of HB255”. Melanie Coyne made the motion to approve the BDC Meeting Minutes of October 20th 2015, to include requested changes; seconded by Travis Haston. The motion passed unanimously.

2. PUBLIC ATTENDEE ISSUES

Bryan Holladay with the Greater Charlotte Apartment Association continues working with Char Meck staff to find solutions for permitting phase building occupancy for multifamily, large single building type 5-3 looking for a simple solution to get life safety Char Meck inspections and the city department holds on the same page along with a quicker TCO occupancy on the building. GCAA continuing issue regarding the November 5th memo from the County Attorney addressing the consistency problems defined in the Nov. 5th memo. ‘In my opinion once the inspections department has changes in the interpretations in the building code or interpreted the code to apply in a new situation; the department and inspectors start applying interpretation immediately.’

Mr. Holladay requested monthly draft agenda distribution Wednesday before each BDC meeting.

3. BDC MEMBER INDUSTRY ASSOCIATION ISSUES

Jonathan Bahr requested a change to the agenda going forward. He asked that ‘BDC Member Issues’ be combined with ‘Industry Association Issues’. Agenda item #3 now reflects ‘BDC Member Industry Association Issues. Associations represented are listed below:

- **Chamber of Commerce – Jonathan Bahr** shared that Natalie English is the Chamber contact. Natalie was unable to attend today but will be invited again to our next meeting.
- **NARI – Travis Haston;** no issues to bring before the BDC.
- **GCAA – Michael Stephenson** deferred to Bryan Holladay (see public attendee issues).
- **Charlotte Chapter of American Society of Landscape Architects – Ben Simpson;** no issues to bring before the BDC.
- **Public Representative – Melanie Coyne;** no issues to bring before the BDC.
- **AIA – Chad Askew** - responded to the immediate enforcement of consistency issues regarding pending discussions on a way to issue a legislation change allowing a phased in approach when implementing a new interpretation.
- **PENC - Rob Belisle;** no issues to bring before the BDC.
- **Charlotte Plumbing, Heating, Cooling Contractors Association HVAC – Scott Shelton;** no issues to bring before the BDC.
- **Charlotte Plumbing, Heating, Cooling Contractors Association Plumbing – Hal Hester;** no issues to bring before the BDC.
- **Public Representative – Wanda Towler;** no issues to bring before the BDC.

BDC Member Industry Associations that were not represented in the November meeting were:

- ABC Charlotte Chapter
- Charlotte Area Association of Electrical Contractors
- HBA of Charlotte

4. UNIFIED VISION REPORT TO THE BDC

Ed Gagnon with Customer Service Solutions presented the results of 'Unified Development Services Vision – Moving Toward a Common Vision' between the City and the County. Mr. Gagnon's presentation began with the Gartner recommendation to establish a unified City and County vision of the future state, underpinning future decisions and investments. He also described the recommendation from Gartner to develop a culture of teamwork and collaboration to foster a stronger partnership with industry. A copy of the presentation is available to those who are interested by contacting Rebecca.Wright@mecklenburgcountync.gov.

5. RFBA ON DEPARTMENT PROPOSAL TO ADD POSITIONS

Jim Bartl joined the meeting by phone and discussed this topic following up on the Department's presentation in the October BDC meeting. Jim reminded BDC Members that the RFBA and supporting cover memo was e-mailed to all on Thursday, November 12th. Mr. Bartl discussed the RFBA briefly stating it proposes adding 20 positions to Code Enforcement; 12 inspectors, 6 commercial plans examiners, 1 Fire Marshal, 1 Administrative Support position in the Admin Support Team. The Department believes the trend in workload service demand justifies this proposal. See below justification.

Department Proposal to Add 20 Positions

| <u>Position</u> | <u>FY16 Cost</u> | <u>FY17 Cost</u> |
|-----------------------------|-------------------------|-------------------------|
| 12 Inspectors..... | \$1,015,258..... | \$1,124,775 |
| 6 Plan Reviewers..... | \$376,774..... | \$567,505 |
| 1 AST Support Staff..... | \$44,480..... | \$63,394 |
| <u>1 MCFM Position.....</u> | <u>\$96,520.....</u> | <u>\$91,518</u> |
| Total Cost..... | \$1,533,032..... | \$1,847,191 |

FY16 Revenue Status at 10/31/2015

Projected Revenue

- Permit Fee Revenue Projected at 10/31/15.....\$21,904,284/12 x 4 = \$7,301,428
- Other Revenue Projected at 10/31/2015.....\$3,731,119/12 x 4 = \$1,243,707
 - Total Projection at 10/31/2015.....\$8,545,135

Actual Revenue

- Permit Fee Revenue Recorded at 10/31/15.....\$8,880,365
- Other Revenue Recorded at 10/31/2015.....\$1,438,439
 - Total Revenue Recorded at 10/31/2015.....\$10,318,804

Post-recession, from 2011-2015; Permit growth about 5% av'g/year, Inspection growth 9-10% av'g/year
Comparing Fy13 to Fy14; Permits up 8.2% (from 81,427 to 88,160), Inspections up 14.4% (from 207,988 to 238,068)

Comparing Fy14 to Fy15; Permits up 7.7% (from 88,160 to 94,913), Inspections up 9.6% (from 238,068 to 261,121)

Though Fy16 YTD P&I workload is below the above averages, IRT remains a concern. Our IRT is still below the 85%-90% goal agreed to with the BDC in 2010. Fy15 yearend numbers were 16.2% below goal. Fy15 YTD numbers are 19.7% below goal. If 5 vacant, the IRT discrepancy indicates it will take adding 20 inspectors to reach goal.

Calculation:

- Assume current IRT average of 18% below goal (IRT av'g of 67% after day 1).
- Current inspector population (w/o HCD Tm) of 97 with 5 vacancies.
- Assume filling 5 vacancies closes to 70%+ ($67\%/92 \times 97\% = 70.6\%$)
- To fit 85%, add 20 inspector ($67\%/92 \times 117 = 85.2\%$)
- We suggest starting with 12 inspectors; bldg.-4, elec-4, mech-2, plbg-2.

Expense vs. Revenue:

The betterment will cost \$1.533M in Fy16, including supporting vehicles and technology. In Fy17, the 20 position betterment will add \$1.8472 M to expense levels. At Oct. 31, 2015, our revenue position was strong.

Progress on Betterments:

Plan Review: CEO betterments approved in Fy14-3, Fy15-4, Fy16-4; total – 11; of those, 6 remain vacant today (so 54%+ still vacant. Inspections: CEO betterments approved in Fy14-6, Fy15-13; total – 19, of those, 5 remain vacant today (so 26%+ still vacant). This does not take into account filling attrition positions. We think part of this success is owed to a difference in how we publicize the hiring range. Jim Bartl asked if members had any questions and if they would consider a formal vote on the RFBA.

TH: Why does the Fire Marshal's office impact FY16 more than FY17?

AH: Start-up to include computers, vehicle, etc.

SS: Will this allow you to get back on goal with inspection response time?

JB: This will get us 2/3 back on goal.

TH: What is your real time vacancy?

PG: 5 vacancies in Plan Review

DG: 15 vacancies in Inspections

MS: Salaries were lower than I anticipated it. You could lose staff with the cap and low salaries.

JB: We are being far more aggressive in marketing these positions. The market rate is set by HR.

CA: We are voting on the approval of these positions if needed. If they are not needed we don't have to hire?

SS: Are you currently spending excess money in overtime?

JB: Yes we are.

PG: The focus is improving the IRT. Adding additional questions

Scott Shelton made the motion to approve \$1.533MM in additional revenue which includes adding 20 positions to address the increase in customer demand; seconded by Travis Haston. The motion passed unanimously.

Jim discussed an item not on the agenda that came up the afternoon beginning his medical leave. We found out that the engineering board had approved the set of criteria for engineers to use with respect to their steel activity inside of BIM-IPD. Wanted to let you know this happened; it's a big win.

6. COUNTY FIRE MARSHAL REPORT

Ted Panagiotopoulos, Mecklenburg County Fire Marshal discussed the responsibly of a Fire Marshal. Works very close with the Charlotte Fire Department. We are streamlining our services for consistent interpretations. Ted has been with the County for six (6) months. He has spent a lot of his time getting familiar with the landscape, City and County Government. County Fire Marshals are multi-certified. They conduct fire investigations, public and private school awareness. Due to these functions; they must obtain certifications and training needed. They also support fire departments in surround counties. Fire Marshal statistics were not being provided nor reported as part of the BDC Statics. Currently working towards improving this. Any information you think would be relevant or statistics you would like to review; let me know and I'll be happy to include this information. We must also inspect firework houses, shows, tents and public assembly events. Ted shared that currently they have conducted 2,722 inspections with the majority being up fits. This includes 340 plan reviews for fire investigations, generating revenue of \$98,000.

7. CUSTOMER SERVICE CENTER DEVELOPMENT STATUS UPDATE

Presentation and discussion tabled for the December 15, 2015 meeting.

8. REVIEW of FY16 TRAINING STRATEGY

Presentation and discussion tabled for the December 15, 2015 meeting.

*David Gieser recognized Lon McSwain's upcoming retirement thanking Lon for his dedication to Mecklenburg County Code Enforcement.

9. DEPARTMENT STATISTICS AND INITIATIVES REPORT

Permit Revenue

- October permit (only) rev - \$ 2,322,545, compares to September permit (only) rev - \$1,969,600,
- Fy16 budget projected monthly permit rev = \$1,825,357, so October is 497.18k above projection
- YTD permit rev = \$8,880,365 is above projection (\$7,301,428) by \$1.5789M or 21.63%.

Construction Value of Permits Issued

- Report temporarily suspended.
- See item 8 of this outline

Permits Issued:

| | Sept | Oct | 3 Month Trend |
|--------------------------|-------------|------------|----------------------|
| Residential | 4436 | 4749 | 4717/4436/4749 |
| Commercial | 2182 | 2604 | 2456/2182/2604 |
| Other (Fire/Zone) | 378 | 396 | 377/378/396 |
| Total | 6996 | 7749 | 7550/6996/7749 |

- Changes (Sept-Oct); Residential up 6.59%; commercial up 16.21%; total up 10.00%__

Inspection Activity: inspections performed

| Insp. Req. | Sept | Oct | Insp. Perf. | Sept | Oct | % Change |
|--------------|--------|--------|--------------|--------|--------|----------|
| Bldg. | 7466 | 7559 | Bldg. | 7520 | 7556 | +.48% |
| Elec. | 7847 | 8366 | Elec. | 7555 | 8044 | +6.08% |
| Mech. | 4488 | 4582 | Mech. | 4246 | 4396 | +3.41% |
| Plbg. | 3617 | 3562 | Plbg. | 3360 | 3308 | -1.57% |
| Total | 23,418 | 24,069 | Total | 22,681 | 23,304 | +2.67% |

- Changes (Sept-Oct): Bldg up .48%, Elec up 6.08%, Mech up 3.41%, Plbg down 1.57%
- Insp performed were 96.7% of insp requested__

Inspection Activity: inspections response time (new IRT report)

| Insp. Resp. Time | OnTime % | | Total % After 24 Hrs. Late | | Total % After 48 Hrs. Late | | Average Resp. in Days | |
|------------------|----------|-------|----------------------------|-------|----------------------------|-------|-----------------------|------|
| | Sept | Oct | Sept | Oct | Sept | Oct | Sept | Oct |
| Bldg | 74.07 | 76.39 | 91.88 | 92.99 | 98.09 | 98.10 | 1.35 | 1.32 |
| Elec. | 54.63 | 58.57 | 88.01 | 89.73 | 98.51 | 98.49 | 1.58 | 1.53 |
| Mech. | 64.94 | 67.66 | 91.74 | 91.48 | 98.57 | 97.96 | 1.45 | 1.44 |
| Plbg. | 59.22 | 62.33 | 85.54 | 90.46 | 98.05 | 98.63 | 1.58 | 1.48 |
| Total | 63.46 | 66.39 | 89.57 | 91.19 | 98.32 | 98.29 | 1.48 | 1.44 |

- Bldg, Elec Mech & Plbg improved 3-7%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; so while numbers are improved, **the IRT report indicates the Sept. average is currently 18.61 below the goal range.**

Inspection Pass Rates for October, 2015:

OVERALL MONTHLY AV'G @ 79.52% in October, compared to 79.55% in September

Bldg: September – 69.41%
October – 68.32%

Elec: September – 79.15%
October – 79.37%

Mech: September – 84.37%
October – 84.77%

Plbg: September – 90.56%
October – 91.35%

- Building down @ 1.6%; MEP slightly up about 1/2+%+
- Overall average up slightly from last month, and still above 75-80% goal range.

On Schedule and CTAC numbers for October, 2015

CTAC:

- 161 first reviews, compared to 99 in September.
- Projects approval rate (pass/fail) – 64%
- CTAC 48.94 of OnSch (*) first review volume

*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- May, 14: 223 -1st rev'w projects; on time/early-97.63% all trades, 96% B/E/M/P only
- June, 14: 241 -1st rev'w projects; on time/early-94% all trades, 95% B/E/M/P only
- July, 14: 203 -1st rev'w projects; on time/early-90.4% all trades, 96% B/E/M/P only
- August, 14: 248 -1st rev'w projects; on time/early-85.75% all trades, 96% B/E/M/P only
- September, 14: 189 -1st rev'w projects; on time/early-92% all trades, 94.75% B/E/M/P only
- October, 14: 239 -1st rev'w projects; on time/early-95% all trades, 94% B/E/M/P only
- November, 14: 194 -1st rev'w projects; on time/early-95.6% all trades, 95.25% on B/E/M/P only
- December, 14: 203 -1st rev'w projects; on time/early-95.25% all trades, 94.25% on B/E/M/P only
- January, 15: 185 -1st rev'w projects; on time/early-92.88% all trades, 93.5% on B/E/M/P only
- February, 15: 192 -1st rev'w projects; on time/early-94.75% all trades, 96.5% on B/E/M/P only
- March, 15: 210 -1st rev'w projects; on time/early-95.1% all trades, 97.5% on B/E/M/P only
- April, 15: 240 -1st rev'w projects; on time/early-91.5% all trades, 96.75% on B/E/M/P only
- May, 15: 238 -1st rev'w projects; on time/early-95% all trades, 94.75% on B/E/M/P only
- June, 15: 251 -1st rev'w projects; on time/early-94.95% all trades, 95.82% on B/E/M/P only
- July, 15: 218 -1st rev'w projects; on time/early-91.1% all trades, 90.75% on B/E/M/P only
- August, 15: 215 -1st rev'w projects; on time/early-91.5% all trades, 93% on B/E/M/P only
- September, 15: 235 -1st rev'w projects; on time/early-87.12% all trades, 92.5% on B/E/M/P only
- October, 15: 229 -1st rev'w projects; on time/early-91.79% all trades, 91.62% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on November 2, 2015, showed
 - 1-2 hr projects; at 2-4 work days booking lead, except CMUD at 5 work days
 - 3-4 hr projects; at 2-5 work days lead, except Env't Hlth at 23 & City Zon'g at 8 work days
 - 5-8 hr projects; at 2-5 days, except, CMUD at 18, Env't Hlth at 25, & City Zon'g @ 15 work days
- CTAC plan review turnaround time; BEMP at 5 work days, and all others at 1 day.
- Express Rev'w booking lead time; 8 work days for small projects, 18 work days for large projects

STATUS REPORT ON VARIOUS DEPARTMENT INITIATIVES

BDC Quarterly Bulletin

Draft completed based on the bullet points noted in the October BDC meeting; BDC Chair comments received. Final copy posted to website on 11-13 and e-mailed to NotifyMe registrants on 11-16.

CA: Regarding last month; we had on 5-8 hour reviews we had 40 day booking lead time for Building and a 20 day for mechanical plumbing except for backflow, health and city zoning they were within the green range and now it's flipped, looks like an extreme swap.

PG: I think you are seeing 2 new employees interjected into that process just brought on line that really helped rescue us early and brought in 2 part time m/p.

Meeting with Industry Professionals to Confirm Technology Development Priorities

The County Manager requests we get users of Code Enforcement's technical systems (POSSE, EPM, etc.) together with City/County staff to codify or adjust the priority of system enhancements. Attendees have

been identified, and the first meeting is scheduled for Tuesday, November 24th in the Ed Woods Conference Room of the HMC. Invitations to be sent out on Tuesday, 11-17.

CA: I've been on the BDC for two (2) years now and one of the things I question; is there a way we can do the reports in a way that what you are presenting to us is more streamlined. We can take the backup data and look at it. A lot of times what happens, we're looking at the data, put a slide up and someone just reads the data. Is there a way you can do an executive summary to verbalize numbers and then say you have the backup documentation as well. If we can streamline that it would offer us more time to deal with the things we need to deal with like today.

PG: We have provided this information for 15+ years and am sure it sometimes feels we are force feeding you information. I'm not sure I can summarize exactly what the BDC wants to see. If we leave something out; we seem to have to catch up with ourselves. What do you think is important?

CA: Summarizing the critical information this is the number, this is the % change and by the way this is a critical number. I think that would be more efficient and a better use of everyone's time.

PG: We can meet as a subcommittee to determine what you think is important.

CA: We need all the information you give us. Interested in participating on the subcommittee.

MC: Interested in participating on the subcommittee.

Updates on Other Dept. Initiatives in the Works

Suttle Avenue Move

Shannon Clubb informed members the move to Suttle Avenue begins on Friday the 18th. The customer facing staff will remain at work. Those that are not customer facing will leave at 12:00. Monday, 12-21-15 Code Enforcement will close for the day to organize and prepare for customers beginning 12-22-15. Ribbon cutting is scheduled for January 4th.

Mega Multifamily Inspection Team and Inspections Realignment project status

- The Inspections Leadership Team will deliver quarterly updates to the BDC, including
 - Phase 1: performance to date of Mega Multifamily Team
 - Phase 2: planning and implementation of the conversion of the North-South inspections team structure to a split between a residential team and commercial-other team, including schedule.
 - Phase 3: will be excluded from reports until 4th quarter Fy16, but will eventually include plans to merge mega plan review and mega multifamily inspections.
- The next schedule BDC update on this is the December 15 meeting.

TH: Does not want to stop seeing the reports we as BDC Members are receiving. This information is critical to me.

CA: Suggests creating an executive report summary and still receive all information in our packed.

Manager/CA Added Comments

There were no added Manager or CA comments.

10. ADJOURNMENT

The November 14th meeting of the Building Development Commission adjourned at 5:08 p.m.

The next meeting of the Building Development Commission is scheduled for Tuesday, January 19th 2016.